

Application No. 10/057,364
Amendment filed Concurrently with RCE

Customer No. 01933

Listing of Claims:

Claims 1-13 (Canceled).

14. (Currently Amended) An image forming apparatus
administration system, comprising:

an image forming apparatus located in a first local network
and connected to the Internet through a first firewall server of
5 the first local network; and

a relaying server located outside the first local network
and connected to the Internet;

wherein the image forming apparatus comprises: a
transmitting section which transmits trouble type information to
10 the relaying server through the Internet, an accessing section
which accesses the relaying server to obtain and obtains
restoration work information based on the trouble type
information from the relaying server through the Internet, and a
control section which controls the image forming apparatus to
15 conduct an automatic restoration process in accordance with the
restoration work information; and

wherein the relaying server comprises a memory which stores
the trouble type information transmitted from the image forming
apparatus.

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15. (Previously Presented) The image forming apparatus administration system of claim 14, further comprising a database which stores a plurality of items of trouble type information and a plurality of items of restoration work information in correspondence with each other.

16. (Currently Amended) The image forming apparatus administration system of claim 15, wherein each of the items of trouble type information is classified as corresponding to one of a restorable trouble and a non-restorable trouble, and the stored
5 items of restoration work information correspond to the items of trouble type information classified as being restorable.

17. (Previously Presented) The image forming apparatus administration system of claim 15, wherein the relaying server provides the corresponding restoration information for retrieval by the image forming apparatus based on the trouble type information received from the image forming apparatus.

18. (Previously Presented) The image forming apparatus administration system of claim 16, wherein the relaying server judges whether or not the image forming apparatus is able to

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conduct the automatic restoration process by itself by accessing the database.

19. (Previously Presented) The image forming apparatus administration system of claim 14, wherein when the automatic restoration process is carried out, the transmitting section of the image forming apparatus transmits result information specifying a result of the automatic restoration process to the relaying server.

20. (Previously Presented) The image forming apparatus administration system of claim 19, further comprising:

an administration apparatus located in a second local network and connected to the Internet through a second firewall server of the second local network;

wherein the administration apparatus accesses the relaying server to obtain the result information.

21. (Previously Presented) The image forming apparatus administration system of claim 15, wherein the relaying server comprises the database.

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22. (Previously Presented) The image forming apparatus
administration system of claim 15, further comprising:

an administration apparatus located in a second local
network and connected to the Internet through a second firewall
5 server of the second local network;

wherein the administration apparatus comprises the database.

23. (Previously Presented) The image forming apparatus
administration system of claim 14, wherein the image forming
apparatus further comprises:

a detecting section which detects when a trouble occurs in
5 the image forming apparatus; and

a judging section which determines a kind of the trouble;
and

wherein the image forming apparatus transmits the trouble
type information in accordance with the determined kind of the
10 trouble.

24. (Previously Presented) The image forming apparatus
administration system of claim 14, wherein the restoration work
information is periodically updated.